

The effect on a residential space heating customer using 83 ccf in a winter month would be an increase of \$5.53, or 6.5%, in the customer's total bill. Customers served on Service

Classification GG would experience an increase on their bills ranging between 2.3% and 8.7%, while customers served on Service Classification MVG would experience an increase on their bills ranging between 8.2% and 12.1%, depending upon their load and usage characteristics.

By Order No. 9462 dated September 12, 2019, the Commission permitted the proposed rates to become effective with usage on and after November 1, 2019, subject to modification and refund after an evidentiary hearing.

Evidentiary hearings are conducted to formally introduce evidence into the record and to make available for cross-examination the parties' witness testimony, including testimony that may be offered with respect to any settlement agreement that may be reached by the parties prior to the hearings. Members of the public are invited to attend the evidentiary hearings as observers, but only the parties are permitted to present or cross-examine witnesses. Following the conclusion of the evidentiary hearing, the Commission will make its decision concerning this matter on the basis of the record evidence presented at the public evidentiary hearing.

Anyone who plans to view the evidentiary hearing should consult the Commission's website on the day of the hearing for cancellation of or changes in the time, virtual location or date of the event. You may also review documents pertaining to this matter on the Commission's e-filing website at <https://delafile.delaware.gov>. If you would like to review the documents related to this matter at the Commission's office, please contact Donna Nickerson at donna.nickerson@delaware.gov to arrange a time for your review during normal business hours. You may also review copies of these documents at the Wilmington office of the Division of the Public Advocate located at the Carvel State Office Building, 4th Floor, 820 North French Street, Wilmington, Delaware 19801 or the Dover office located at 29 S. State Street, Dover, DE 19901. Please call the Wilmington office at (302) 577-5077 or the Dover office at (302) 241-2555 to

arrange for a time to review the documents at that location.

If you wish to request copies of documents in this matter, please submit a Freedom of Information Act Request Form. This form may be found at <https://sos.delaware.gov/foia-requests/>. There is also a link to the Freedom of Information Act Request Form on the Commission's e-filing website, <https://delafile.delaware.gov/Complaints/FOIA.aspx>. The Commission will respond to your request in accordance with the provisions of the Freedom of Information Act, 29 *Del. C.* ch. 100.

If you have a disability and wish to participate, or to review the materials, in these proceedings, please contact the Commission to discuss any auxiliary aids or services you might need to help you. You may contact the Commission in person, by writing, by telephone (including text telephone), by Internet e-mail, or other means.

If you have questions about this matter, you may call the Commission at 1-800-282-8574 (toll-free in Delaware) or (302) 736-7500 (voice and text telephone). You may also send questions by e-mail addressed to malika.davis@delaware.gov; include "PSC Docket No. 19-0556" as the subject.